



RESUME GUIDE

including

COVER LETTER

2008

RESUME PURPOSE

A quick IMPRESSION OF YOU

Emphasizes YOUR SKILLS

Answers the question: “WHY SHOULD I HIRE YOU?”

RESUME FORMAT

Chronological

Spotlights your most recent job and lists your work experience by date
(Most employers choose this traditional style because of its easy reference.)

Functional

Emphasizes your skills and minimizes work history
Divides resume into three or four skill categories
(When a change of career, returning to work after a long period of
Unemployment, or de-emphasizing where and when your skills were obtained)

Combination of Chronological and Functional

Highlights your skills while including a section for work experience by date
(The WorkOne Resume Guide)

RESUME GUIDE STEPS

PERSONAL INFORMATION

This information includes your name, address, telephone number, and E-mail. (If you do not have an E-mail, please check with the WorkOne staff and we will show you how to create a free Yahoo E-mail.) DO NOT abbreviate on your resume.

OBJECTIVE

Specify the "POSITION FOR WHICH YOU ARE APPLYING".
Employers treat "generic" resumes the same way you treat junk mail.

QUALIFICATIONS

What are your strengths? For recent graduates, this may be your education. At each "dot" list an action work and skill that you may transfer to the position for which you are applying:

1. The number of years of experience in the field or using a particular skill
2. Credentials, training or education
3. A self-management skill that supports your career goal, or specific skills important in the field

EXPERIENCE OR WORK HISTORY

Start with your most recent work history, giving a description of the work you performed. This description may repeat strengths listed in

your qualifications. Employers will base their decision to hire on your application of skills to each work experience. Use short phrases using action verbs. This allows the employer to scan your resume quickly—a plus.

EDUCATION

Education is an optional section; however, most employers want to know your educational level.

State your educational achievements:

Graduate of _____ High School

Indicate your College or Vocational Training by listing your degree or certification first:

Associate Degree of _____

Bachelor Degree of _____

Masters Degree of _____

Follow each vocational achievement with the name of the college, city, and state, using your own judgment to list the year of graduation.

PROFESSIONAL LICENSES—CERTIFICATIONS—TRAINING—MILITARY AND SPECIAL ACCOMPLISHMENTS

Other optional achievements which require identity of authority issuing accomplishment and dates of validity

QUALIFICATIONS**Choosing the Right Words****KEY PHRASES:**

Completely responsible for.....
Improved output by _____%.....
Seeking a challenging position.....
Planned and directed.....
Coordinated and prepared proposals.....
Highly skilled in effectively developing.....
Wide range of skills including.....
Extremely flexible.....
Planned and implemented.....
Experience in supervision.....
Successfully implemented.....
Increased production by.....
Responsible for the operation of.....
Extensive experience in.....
Skilled in
Well versed in.....
Action oriented.....
Responsible for all phases of.....
Ability to work well with.....
Excellent oral and written communication...

BY OCCUPATION**CLERK OR SALES:**

Assisted customer in needs search.....
Operated cash register.....
Inventoried stock on shelves.....
Priced merchandise.....
Practiced good sales techniques.....
Practiced good math skill.....
Figured percentages.....
Operated calculator.....
Knowledgeable of products.....
Advertising skill.....

Initiative and drive as necessary.....
Good communication skills.....
Possess a genuine love for people...
Exemplified patience and understanding
Work well with co-workers.....
Express a positive attitude.....
Knowledgeable of styles.....
Understanding of people.....
Work well in stressful situations.....
Practiced good hospitality.....

(2)

TRANSPORTATION:

Delivery route driver.....	Moving vans.....
Over-the-road driver.....	Public service drivers: taxi, bus.....
Energy truck driver.....	Water truck driver.....
Furniture mover.....	Five-ten-fifteen ton driver.....
Garbage truck driver.....	Eighteen wheelers.....
CDL-A.....	Logged and Recorded.....
CDL-B.....	Collected payments.....
CDL-C.....	Money Handling.....
HazMat Endorsement.....	Special Endorsement.....

PRODUCTION WORKER:

Loaded and Unloaded.....	Sorted raw materials.....
Operated Equipment including.....	Climbed ____feet.....
Cleaned and Maintained.....	Adjusted machinery.....
Assembled.....	Packaged.....
Processed products in line production	Inspected.....
Read and follow work orders.....	

MANAGER OR SUPERVISOR:

Managed(Supervised).....	Trained.....
Hired and Evaluated.....	Prepared Reports.....
Recorded	Directed.....
Scheduled.....	Developed.....
Planned and expedited.....	Reorganized.....
Arbitrated.....	Resolved.....
Consulted.....	Facilitated.....
Achieved.....	Set goals.....

SECRETARY OR ADMINISTRATIVE ASSISTANT:

Made decisions about.....	Organized.....
Transcribed.....	Trained.....
Composed.....	Recorded and Maintained files.....
Microsoft Office.....	Compiled.....
Excel Spreadsheets.....	Researched.....
Powerpoint.....	Recruited.....

(3)

HOUSEKEEPER OR CUSTODIAN:

Operated cleaning equipment.....	Dusted and mopped.....
Empty trash and clutter.....	Replace furniture and décor.....
Wash windows.....	Polish furniture.....
Collect, Wash and replace laundry.....	Press linens.....
Load and unload.....	Maintain equipment.....
Safely use cleaning compounds.....	Remove stains.....
Understand wiring and electrical.....	Dependable in emergency.....
Maintain HVAC.....	Worked independently.....

WAIT STAFF OR HOSTESS:

Expressed customer service.....	Recorded orders.....
Balanced and sure-footed.....	Responded promptly.....
Cleaned and Sanitized.....	Memorized menus and specials.....
Poised and tactful.....	Smiled.....

CHILD CARE WORKER:

Recorded child information.....	Scheduled activities.....
Recognized health/nutritional/abuse problems.....	
Trained in CPR and First Aid.....	Attitude of caring and responsibility

LABORER, LANDSCAPER, LAWN CARE WORKER:

Load and unload.....	Operated lawn mowing equipment..
Cleaned.....	Constructed.....
Operated hauling trucks.....	Customer service.....

CONSTRUCTION WORKER (Non-Trade):

Load and unload.....	Constructed.....
Assisted trades workers.....	Built scaffolds, etc.....
Rough Carpentry.....	Finish carpentry.....

HINDA'S LIST OF ACTION VERBS

Career counselor Hinda Bodinger expanded on the list of action verbs found in Damn Good Resume Guide and came up with this economy-size list of words to help you compose a resume. She advises, "Don't restrict yourself to one or two headings. Read through all of the categories and check off those that are relevant to describe your work experience. The underlined words are especially good for pointing out accomplishments."

<u>Management/ Leadership Skills</u>	<u>Management (continued)</u>	<u>Communication (continued)</u>	<u>Research Skills (continued)</u>
administered	replaced	interviewed	explored
analyzed	restored	involved	extracted
appointed	reviewed	joined	formulated
approved	scheduled	judged	gathered
assigned	secured	lectured	identified
<u>attained</u>	selected	listened	inspected
authorized	streamlined	marketed	interpreted
chaired	<u>strengthened</u>	mediated	interviewed
considered	supervised	moderated	<u>invented</u>
consolidated	terminated	negotiated	investigated
contracted		observed	located
controlled	<u>Communication/ People Skills</u>	outlined	measured
converted		participated	organized
coordinated	addressed	persuaded	researched
decided	advertised	presented	reviewed
delegated	arbitrated	promoted	searched
developed	arranged	proposed	<u>solved</u>
directed	articulated	publicized	summarized
eliminated	authored	reconciled	surveyed
emphasized	clarified	recruited	systematized
enforced	collaborated	referred	tested
<u>enhanced</u>	communicated	reinforced	
<u>established</u>	composed	reported	<u>Technical Skills</u>
executed	condensed	<u>resolved</u>	<u>adapted</u>
generated	conferred	responded	applied
handled	consulted	solicited	assembled
headed	contacted	specified	built
hired	conveyed	spoke	calculated
hosted	<u>convinced</u>	suggested	computed
<u>improved</u>	corresponded	summarize	conserved
incorporated	debated	synthesized	constructed
<u>increased</u>	defined	translated	converted
<u>initiated</u>	described	wrote	debugged
inspected	<u>developed</u>		<u>designed</u>
<u>instituted</u>	directed	<u>Research Skills</u>	determined
led	discussed		developed
managed	drafted	analyzed	<u>engineered</u>
merged	edited	clarified	fabricated
motivated	elicited	collected	fortified
organized	enlisted	compared	installed
originated	explained	conducted	maintained
overhauled	expressed	critiqued	operated
oversaw	formulated	detected	<u>overhauled</u>
planned	furnished	determined	printed
presided	incorporated	<u>diagnosed</u>	programmed
prioritized	influenced	evaluated	rectified
produced	interacted	examined	regulated
recommended	interpreted	experimented	
<u>reorganized</u>			

Technical Skills
(continued)

remodeled
repaired
replaced
restored
solved
specialized
standardized
studied
upgraded
utilized

Teaching Skills

adapted
advised
clarified
coached
communicated
conducted
coordinated
critiqued
developed
enabled
encouraged
evaluated
explained
facilitated
focused
guided
individualized
informed
instilled
instructed
motivated
persuaded
set goals
simulated
stimulated
taught
tested
trained
transmitted
tutored

**Financial/
Data Skills**

administered
adjusted
appraised
assessed
audited
balanced

Financial/Data Skills
(continued)

budgeted
calculated
computed
conserved
corrected
determined
developed
estimated
forecasted
managed
marketed
measured
planned
prepared
programmed
projected
reconciled
reduced
researched
retrieved

Creative Skills

acted
adapted
began
combined
composed
conceptualized
condensed
created
customized
designed
developed
directed
displayed
drew
entertained
established
fashioned
formulated
founded
illustrated
initiated
instituted
integrated
introduced
invented
modeled
performed
photographed
planned
revised

Creative Skills
(continued)

revitalized
shaped
solved

Helping Skills

adapted
advocated
aided
answered
arranged
assessed
assisted
cared for
clarified
coached
collaborated
contributed
cooperated
counseled
demonstrated
diagnosed
educated
encouraged
ensured
expedited
facilitated
familiarized
furthered
guided
helped
insured
intervened
motivated
prevented
provided
referred
rehabilitated
represented
resolved
simplified
supplied
supported
volunteered

**Organization/
Detail Skills**

approved
categorized
charted
classified
coded

Organization Skills
(continued)

collected
compiled
corrected
corresponded
distributed
executed
filed
generated
implemented
incorporated
inspected
logged
maintained
monitored
obtained
operated
ordered
organized
prepared
processed
provided
purchased
recorded
registered
reserved
responded
reviewed
routed
scheduled
screened
set up
submitted
supplied
standardized
systematized
updated
validated
verified

**More Verbs for
Accomplishments**

achieved
completed
expanded
exceeded
improved
pioneered
reduced (losses)
resolved (issues)
succeeded
surpassed
transformed
won

COMMON RESUME MISTAKES

**Resumes that are disorganized and hard to read
will get little if any attention**

**Resumes that are too long and contain too much
information—headaches!**

Resumes that are difficult to understand

**Job duties should be written in short, one-line, action statements
that are easy to understand.**

PLEASE REFER TO “HINDA’S LIST OF ACTION VERBS”

**YOU
ARE
NOW READY
TO BEGIN
YOUR RESUME!**

RESUME GUIDE

(Street) _____
(City, State, and Zip Code) _____
(Telephone) _____
(Cell) _____
(E-Mail) _____

Your Name

Objective:
(THE POSITION FOR WHICH YOU ARE APPLYING)

Qualifications: (USE ACTION WORDS DESCRIBING YOUR SKILLS)

-
-
-
-
-

Experience:

_____ including
(TITLE)

with
(COMPANY NAME)

(MONTH/YEAR TO MONTH/YEAR)

_____ including
(TITLE)

with
(COMPANY NAME)

(MONTH/YEAR TO MONTH/YEAR)

_____ including
(TITLE)

with
(COMPANY NAME)

(MONTH/YEAR TO MONTH/YEAR)

Education:

_____, _____
 (COLLEGE DEGREE) (COLLEGE NAME, CITY, AND STATE)
 Graduate of _____
 (HIGH SCHOOL NAME, CITY AND STATE)

Training:

_____, _____
 (COURSE) (COMPANY)

Certification:

_____, _____
 (TITLE) (CERTIFYING AGENCY)

Awards:

.....

MILITARY:

 (RANK AND BASE LOCATION AT COMPLETION)

REFERENCES UPON REQUEST

PLEASE NOTE:

1. **ADD TO CATEGORIES WITH EXTRA PAGES.**
2. **ALL CATEGORIES MAY NOT BE NECESSARY.**
3. **A FINISHED, ONE-PAGE RESUME IS THE MOST CONVENIENT FOR EMPLOYERS.**

COVER LETTER

Your Name _____

Your Address _____

Telephone: _____

E-Mail: _____

Date: _____

Manager's Name and Title: _____

Name of Company: _____

Address: _____

Dear Ms/Mr _____

Paragraph 1. *How you learned about this position:* _____

Paragraph 2. *You would be a good choice for this job because:* _____

Paragraph 3. *Closing Statement:* _____

Sincerely,

(Your Signature)

Your Name: _____